

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of : McCORMACK, Tony, et al.
Serial No. : 10/645,438
Filed : August 21, 2003
For : Management of queues in contact centres
Examiner : CHEA, Philip J
Art Unit : 2453

PETITION FOR EXTENSION OF TIME

Honorable Director of Patents and Trademarks
P.O. Box 1450
Alexandria, VA 22313-1450

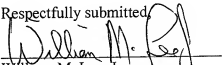
Dear Sir:

In accordance with the provisions of 37 C.F.R. §1.136, the applicant hereby petitions for an extension of time of one month to respond to the Office Action of June 18, 2009. Response will therefore be timely if filed with the Patent and Trademark Office no later than October 19, 2009 (October 18 being a Sunday).

In accordance with the provisions of 37 C.F.R. §1.17, the required fee of \$130.00 should be deducted from Deposit Account No. 14-1315.

October 16, 2009

Respectfully submitted,



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